



Dear Customer

Kenfig Hill Post Office®
2 Prince Road, Kenfig Hill, Bridgend, CF33 6ED

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Select Convenience Store, 64 Commercial Street, Kenfig Hill, Bridgend, CF33 6DL, where it will operate as one of our new local style Post Office branches.

We received 4 individual responses from customers during the local public consultation period. Some feedback welcomed the move to Select Convenience Store, which was said to be closer for some people and would offer improved access for customers. Other feedback commented about parking as there are double yellow lines directly outside the store. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

While I acknowledge the concerns raised about parking in the area, it is fair to say that this is an issue faced in many locations nationwide, including the current branch. When looking at service provision in an area we are mindful of the needs of our customers, but as I am sure you will understand, parking is an issue outside the direct control of Post Office Limited. I have, however, conducted a further review. This has confirmed that whilst there is no parking immediately outside the new premises, there is ample roadside parking available on the opposite side of the road. I am therefore satisfied that there is adequate parking in the vicinity of the proposed branch to meet customer requirements.

We recognise that the Post Office plays an important part in the lives of customers, particularly to elderly and disabled customers and we want to make our services as accessible as possible before the new branch opens. I am pleased to confirm that before the new Post Office opens, the new operator will install a permanent ramp at the entrance, providing level access into the premises.

Inside the store, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some fixtures and fittings will be removed or re-aligned to make sure there is clear access into the premises. Shopping aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers and a wheelchair to move around without difficulty.

Although the local style format is a more modern way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches. Staff will be fully trained in Post Office transactions and staffing levels will be aligned to customer demand. We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers and that staff are fully aware of the need to respect customer confidentiality. For example, we will discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. Similarly with security, as with any other branch in our network there will be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

The new local style Post Office will operate from a Post Office serving point located at the shop counter enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The change also means that Post Office opening hours are aligned to the shop so local residents will benefit from significantly longer opening hours, including lunch times, Wednesday and Saturday afternoon, Sunday opening and longer opening times throughout the week. This means that customers can spread their visits and access our services seven days a week and at times that suit them better. Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

I have carefully considered our original proposal, the feedback received during the public consultation period and the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am satisfied that the new branch is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

The current branch will close at 17:30 on Thursday 14 September 2017, with the new branch opening, at Select Convenience Store, 64 Commercial Street, at 13:00 on Friday 15 September 2017. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of an alternative Post Office branch are provided below for your convenience:

- North Cornelly Post Office, 61 Heol Fach, North Cornelly, Bridgend, CF33 4LN

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 324611

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at www.postofficeviews.co.uk, or by contacting us at the address provided at the end of this letter.

Thank you for considering our proposal.

Yours faithfully



Suzanne Richardson
Regional Network Manager

How to contact us:

- 🖥️ postofficeviews.co.uk
- 📧 comments@postoffice.co.uk
- ☎️ Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55
- ✉️ FREEPOST Your Comments

Please note this is the full address to use and no further address details are required.

We've published our final plan on-line, to see it, scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.

Kenfig Hill Post Office information sheet

Address	Select Convenience Store 64 Commercial Street Kenfig Hill Bridgend CF33 6DL														
Opening hours	<table border="1"><tr><td>Monday</td><td>08:00 – 22:00</td></tr><tr><td>Tuesday</td><td>08:00 – 22:00</td></tr><tr><td>Wednesday</td><td>08:00 – 22:00</td></tr><tr><td>Thursday</td><td>08:00 – 22:00</td></tr><tr><td>Friday</td><td>08:00 – 22:00</td></tr><tr><td>Saturday</td><td>08:00 – 22:00</td></tr><tr><td>Sunday</td><td>10:00 – 22:00</td></tr></table>	Monday	08:00 – 22:00	Tuesday	08:00 – 22:00	Wednesday	08:00 – 22:00	Thursday	08:00 – 22:00	Friday	08:00 – 22:00	Saturday	08:00 – 22:00	Sunday	10:00 – 22:00
Monday	08:00 – 22:00														
Tuesday	08:00 – 22:00														
Wednesday	08:00 – 22:00														
Thursday	08:00 – 22:00														
Friday	08:00 – 22:00														
Saturday	08:00 – 22:00														
Sunday	10:00 – 22:00														
Distance	270 metres away from the current branch, along level terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	Access and facilities Access will be via a permanent ramp at the entrance. Internally, there will be a hearing loop and space for a wheelchair. Parking There are parking facilities nearby.														
Retail	Convenience store														
Date of Relocation	13:00 on Friday 15 September 2017														

Kenfig Hill Post Office® services available

Your Postmaster or our Customer Helpline on 03457 223344 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at www.postoffice.co.uk

	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd class 12 only)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Express & contract parcels	✓
British Forces Mail (BFPO)	✓
International letters & postcards (inc. signed for & Airsure)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	✓
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual)	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Transcash (without barcode)	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓
Payment by cheque	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Other products are available at North Cornelly Post Office, 61 Heol Fach, North Cornelly, Bridgend, CF33 4LN	Opening times: Mon – Sat 09:00 - 17:30